

State Agency Recognition Awards 2003

Title of Nomination:

- ☐ Executive Support
- ☒ Education/Outreach
- ☐ Customer Service
- ☐ Public/Private Partnerships
- ☐ Contract Simplification
- ☐ Electronic Commerce
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Small Business/DVBE Advocate Toolkit

Award Recipient: Business, Transportation and Housing Agency; State and Consumers Services Agency, Youth and Correctional Services Agency

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EXECUTIVE SUMMARY:

The Department of General Services Advocate Steering Committee conducted several focus groups during the 1999-2000 Fiscal Year. These task groups identified items that Small Business Advocates should have knowledge of in order to perform and conduct required small business activities in their advocate role. In Fiscal Year 2001-2002, the Business, Transportation and Rousing (BT &H) Agency was assigned the lead to develop a Small Business Advocate Tool Kit. BT &R departments, along with the Department of Corrections and the assistance of the Department of General Services, developed a draft tool kit that was presented to small business advocates at their quarterly meeting. This presentation allowed direct input to the development of the tool kit from department advocates. The final product was approved by Interim DGS Director Clothilde Hewlitt on April 1, 2003.

WRITTEN NOMINATION:

With new small business requirements being developed and implemented over the last three years, it became apparent to the Department of General Services Advocate Steering Committee that an advocate tool kit would assist small business and disabled veteran business advocates understand small business/DVBE regulations and requirements. Key elements were identified through task groups set up by DGS to clearly explain the requirements and identify barriers that prevented advocates from delivering the program in their departments. The following areas were identified as starting point in the development of the Toolkit:

- I. Legislation
- II. Advocate Roles and Responsibilities
- III. Policy Statements
- IV. Information Requests and Program Plans
- V. Training
- VI. Outreach
- VII. Reporting Requirements

It was determined that these seven areas would address the majority of the concerns and barriers identified by the initial task groups.

- I. Legislation required departments to place small business advocates in place and also ensure compliance with various small business/DVBE requirements.
- II. Roles and Responsibilities clearly identified requirements that advocates and departments must adhere to in the delivery of the program.

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III. Policy statements allowed departments to inform departmental employees of the executive management commitment to the small business/DVBE requirements and their support to the advocates.

IV. Information requests and program plans provided an outline and program development mechanism for departments/agencies to present a plan to executive management on how they would develop their internal small business/DVBE infrastructure.

V. Training encompassed internal staff development and external information exchange with staff and the business community.

VI. Outreach described the communication mechanism(s) by which each department/agency could provide actual opportunities to the business community.

VII. Reporting requirements focused on the compliance aspects that were required under legislation and the executive orders.

This "Took Kit" is meant to be a guide. As a living document, DGS will provide necessary updates as requirements are added or changed.